TOTEC 6926860

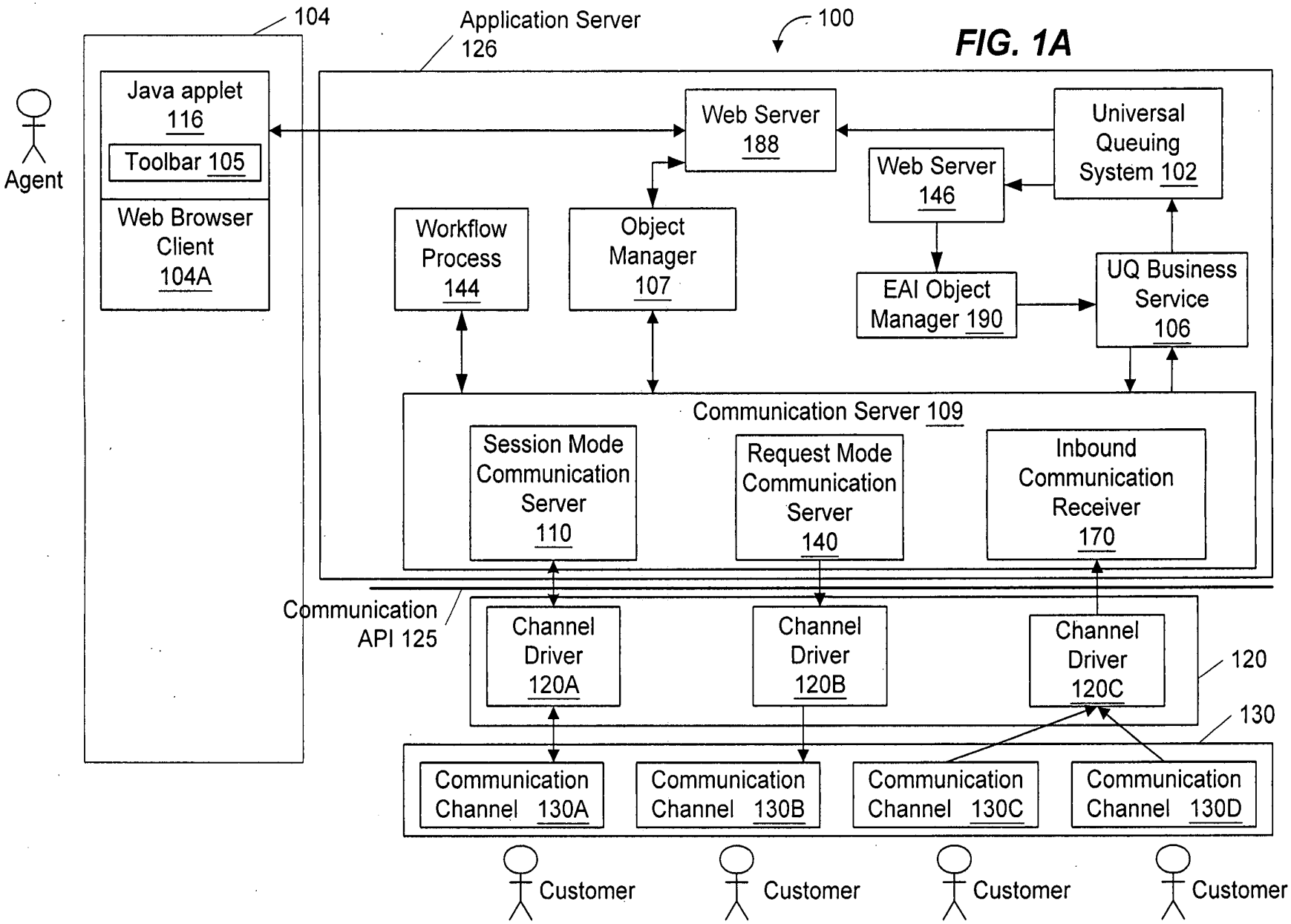

FIG. 1A

Attorney Docket No.: M-11527 US
First Inventor: Anil K. Annadata
Configurable Media-Inde[redacted]t Server

FOTED: 69/E2960

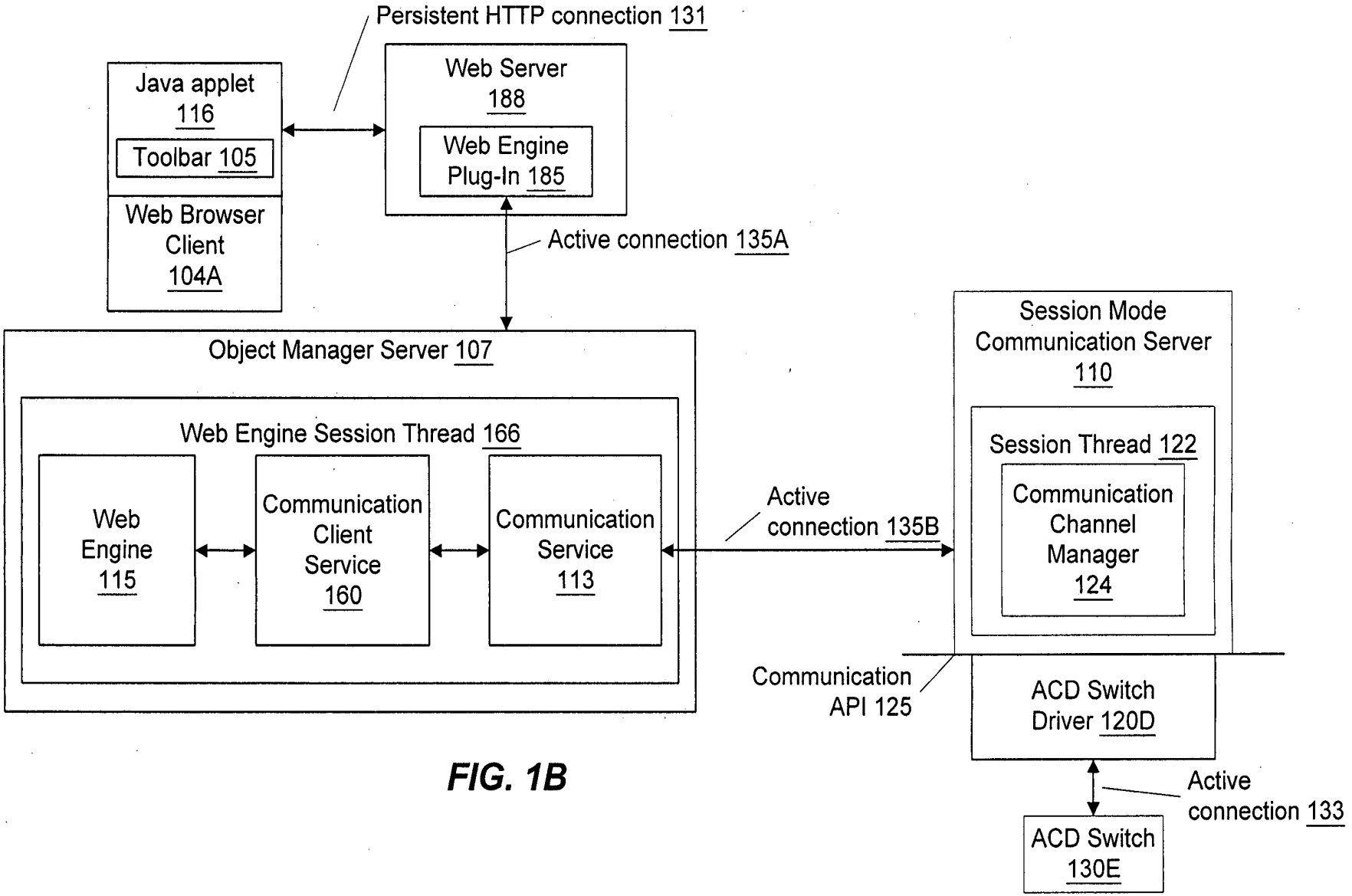

FIG. 1B

Attorney Docket No.: M-11527 US
First Inventor: Anil K. Annadata
Configurable Media-Inde... Server

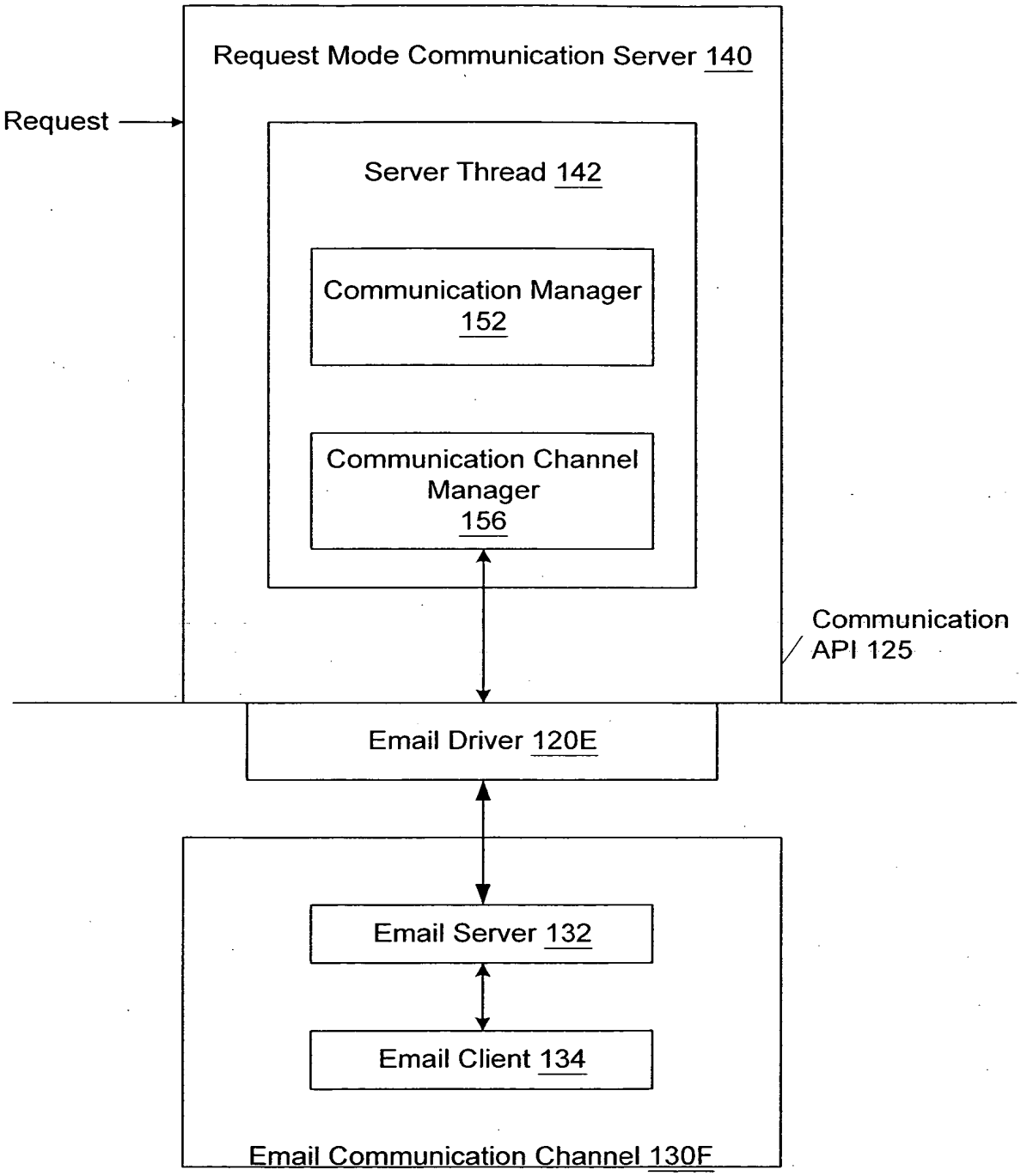
Request Mode Communication Server 140
Request
Server Thread 142
Communication Manager 152
Communication Channel Manager 156
Communication API 125
Email Driver 120E
Email Server 132
Email Client 134
Email Communication Channel 130F

FIG. 1C

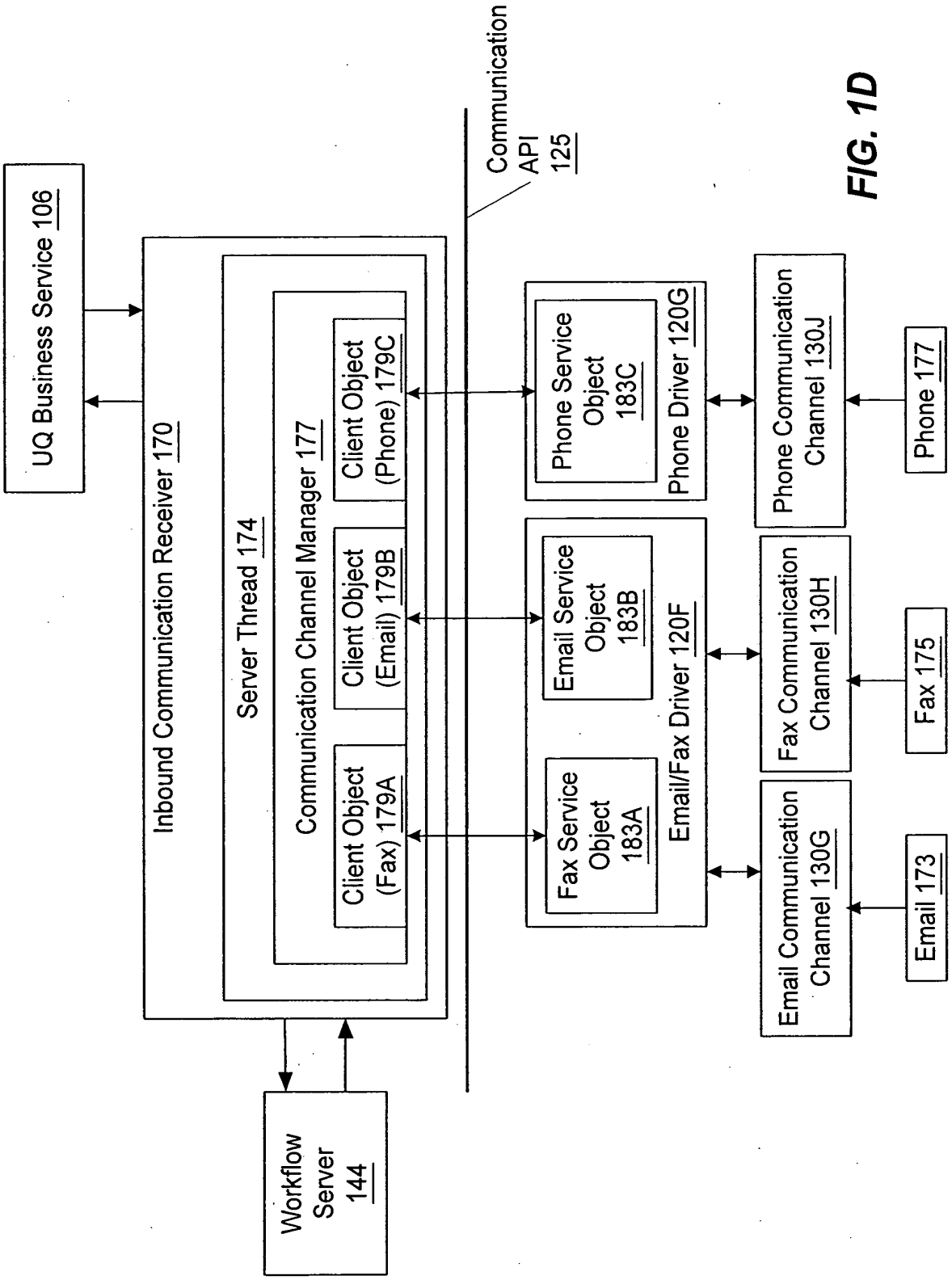
UQ Business Service 106
Inbound Communication Receiver 170
Server Thread 174
Communication Channel Manager 177
Client Object (Fax) 179A
Client Object (Email) 179B
Client Object (Phone) 179C
Communication API 125
Workflow Server 144
Fax Service Object 183A
Email Service Object 183B
Phone Service Object 183C
Email/Fax Driver 120F
Phone Driver 120G
Email Communication Channel 130G
Fax Communication Channel 130H
Phone Communication Channel 130J
Email 173
Fax 175
Phone 177

FIG. 1D

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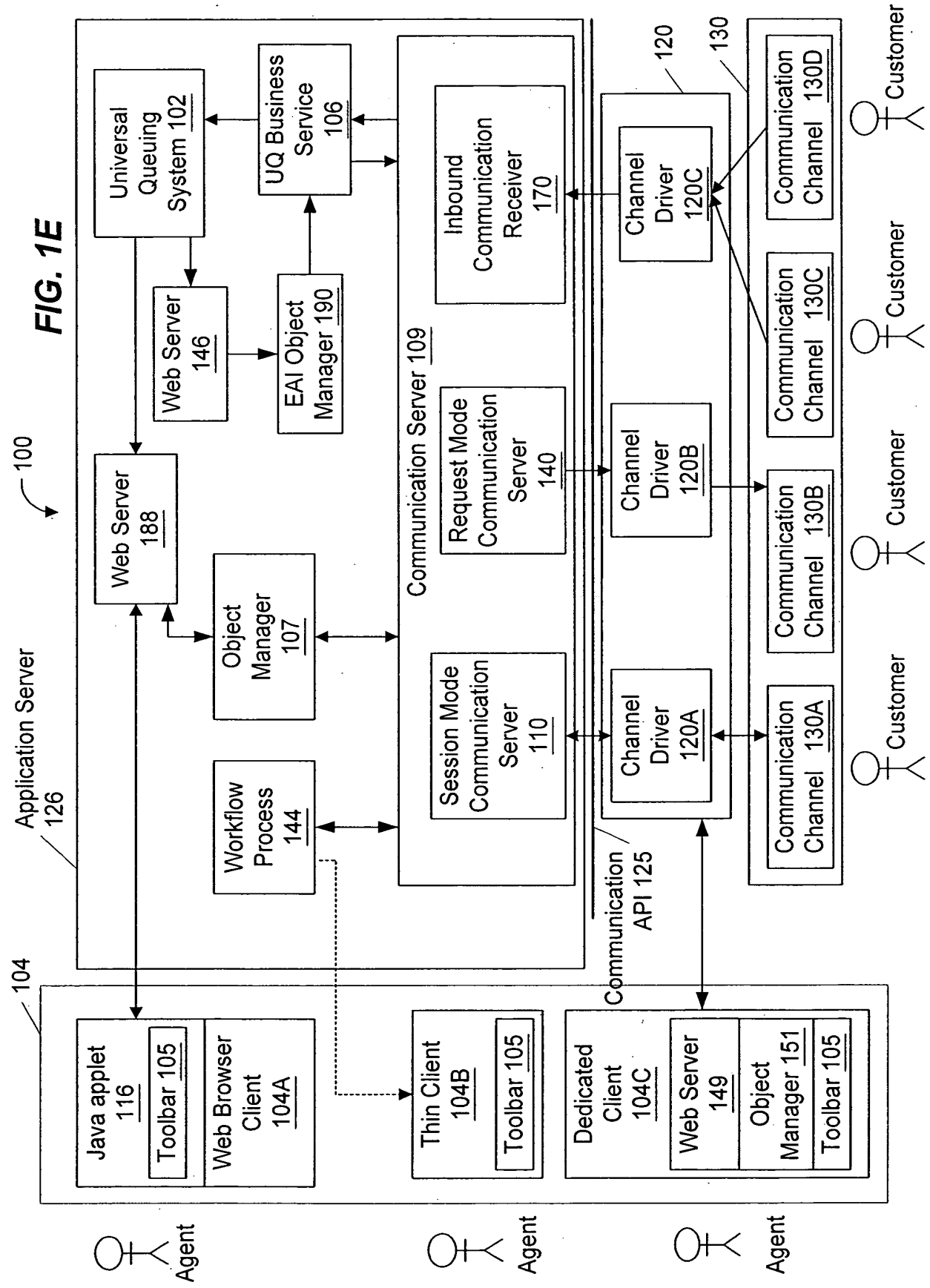

FIG. 1E

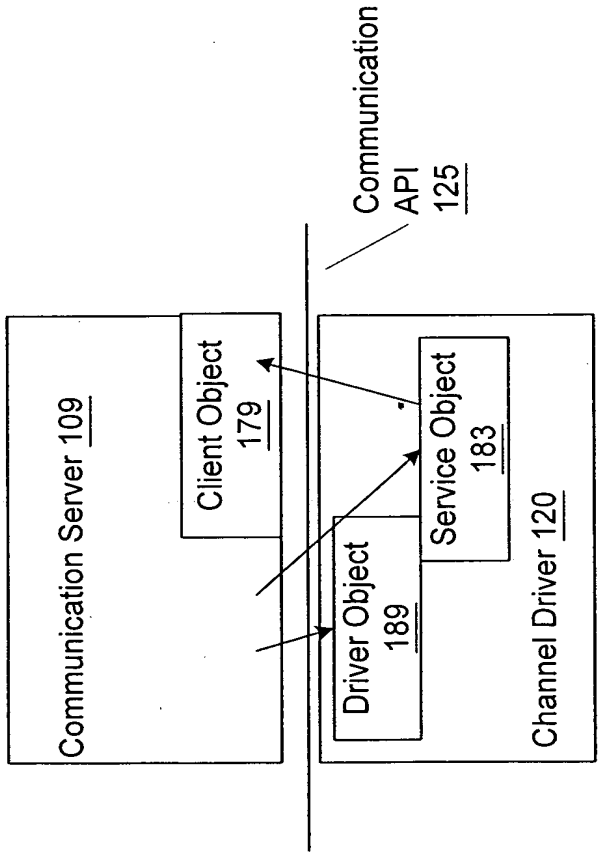
Communication Server 109
Client Object 179
Communication API 125
Driver Object 189
Service Object 183
Channel Driver 120

FIG. 1F

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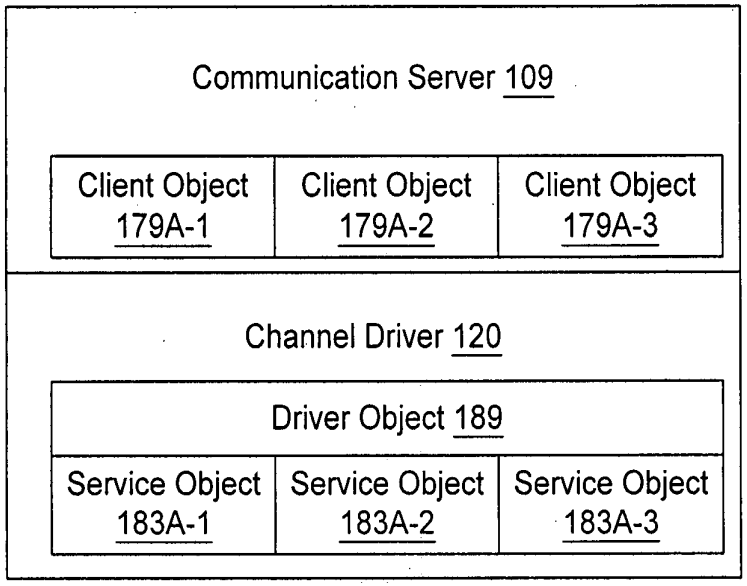

FIG. 1G

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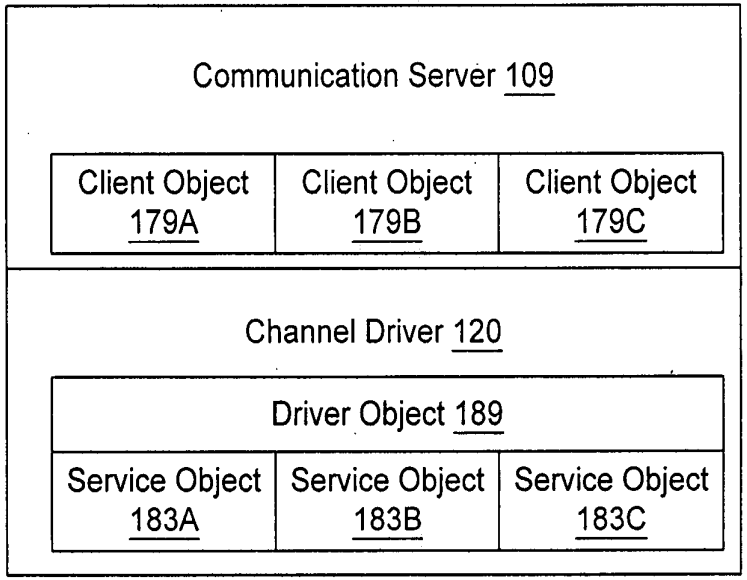

FIG. 1H

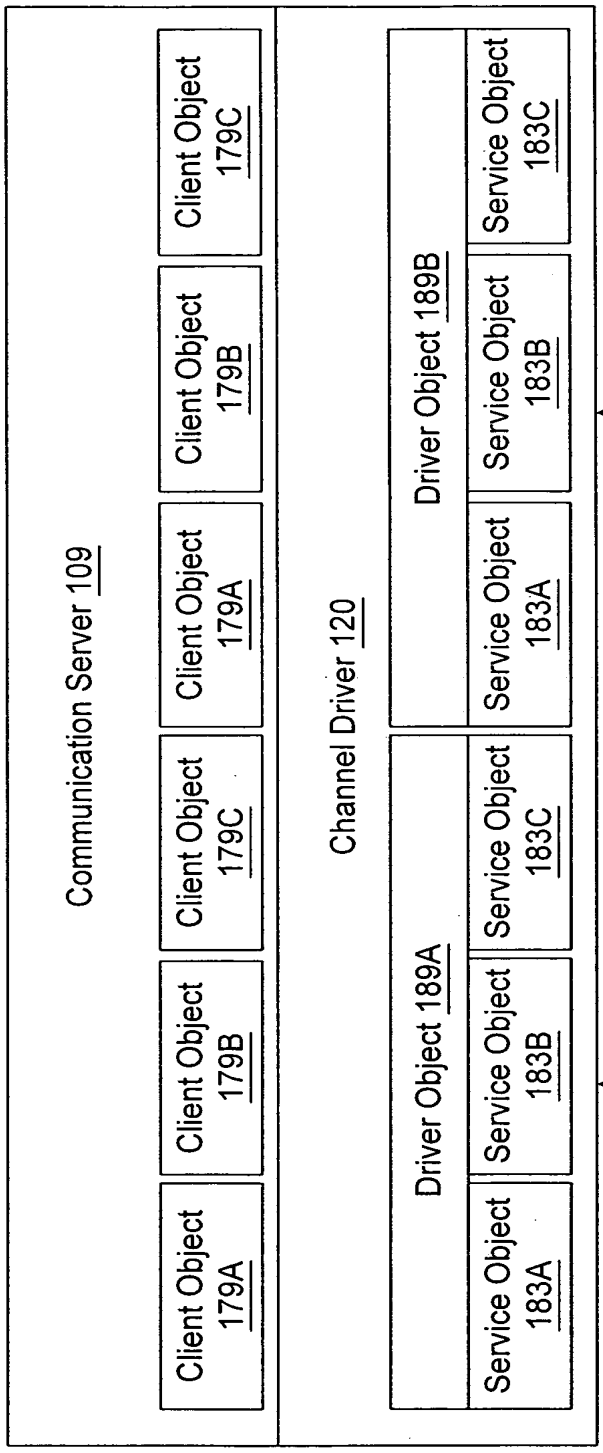
Communication Server 109
Client Object 179A
Client Object 179B
Client Object 179C
Client Object 179A
Client Object 179B
Client Object 179C
Channel Driver 120
Driver Object 189A
Service Object 183A
Service Object 183B
Service Object 183C
Driver Object 189B
Service Object 183A
Service Object 183B
Service Object 183C
Middleware Server A
Middleware Server B

FIG. 1I

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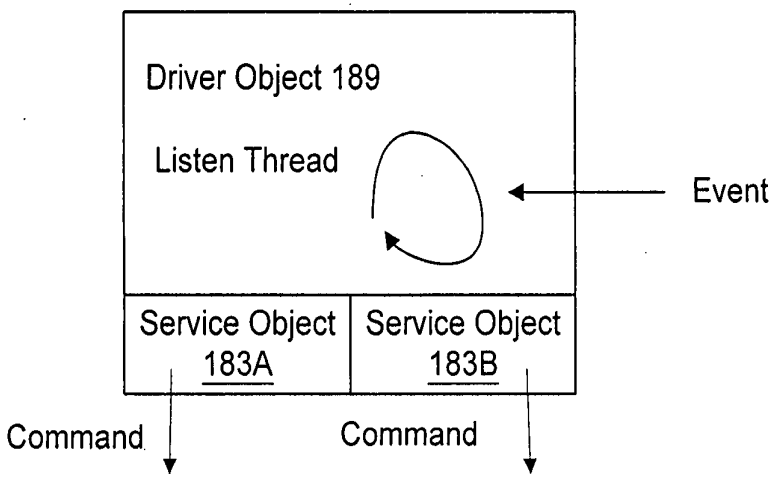

FIG. 1J

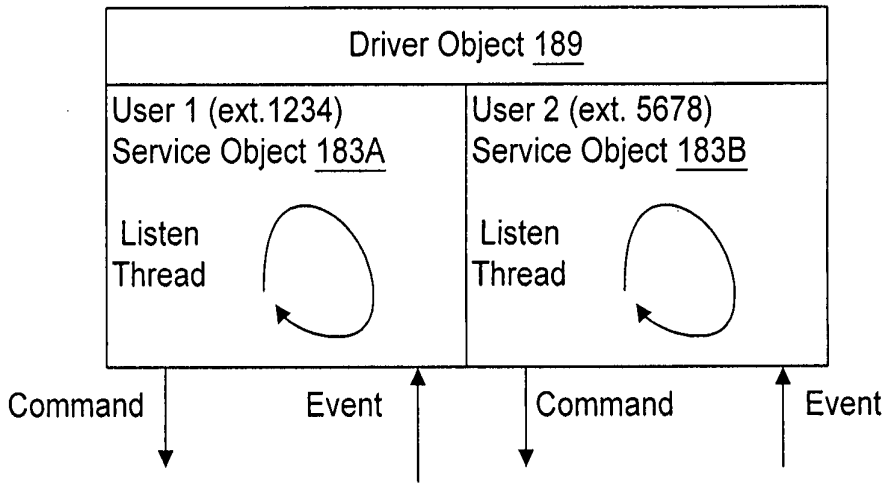

FIG. 1K

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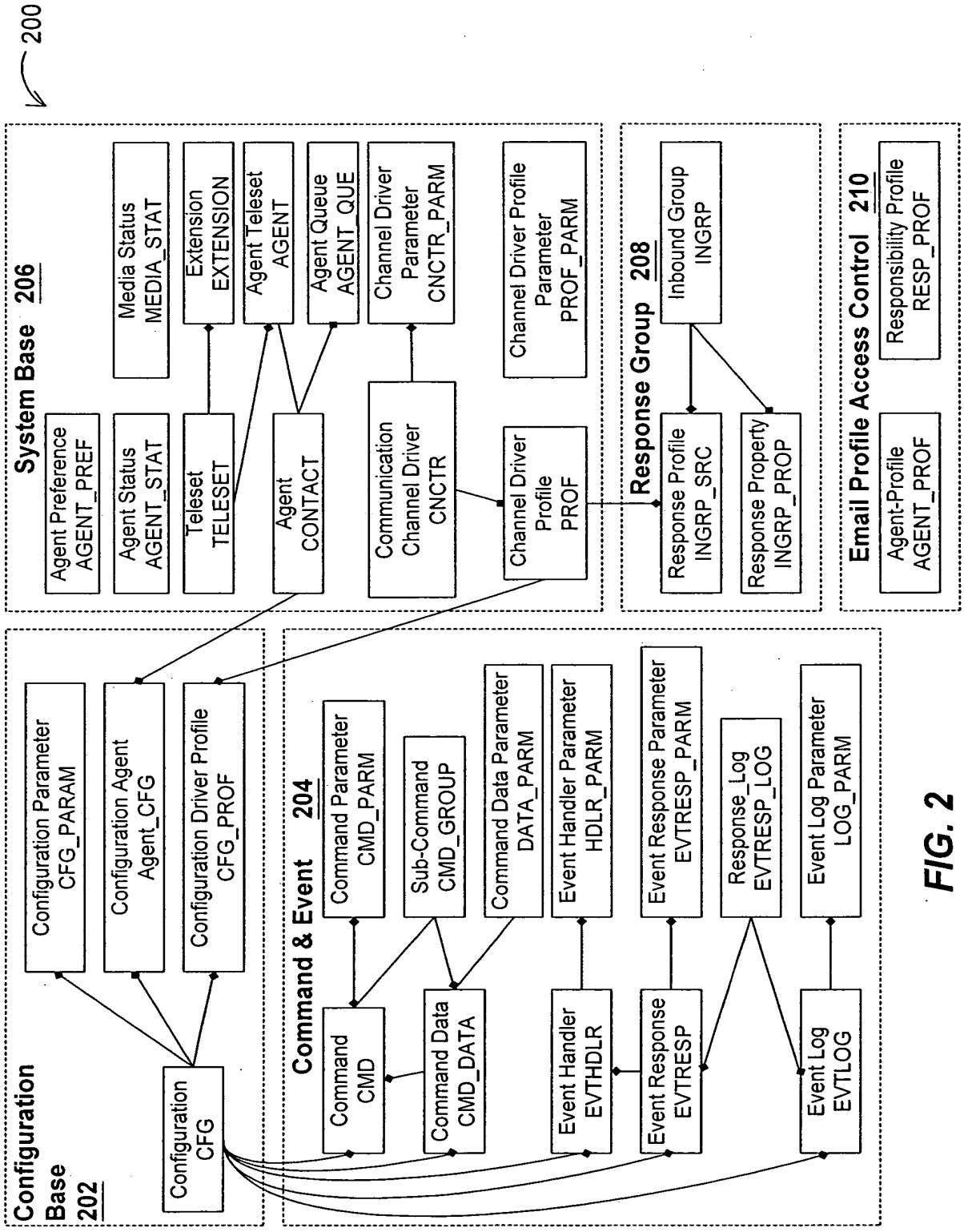
200
System Base 206
Agent Preference AGENT_PREF
Agent Status AGENT_STAT
Media Status MEDIA_STAT
Teleset TELESET
Extension EXTENSION
Agent CONTACT
Agent Teleset AGENT
Agent Queue AGENT_QUE
Communication Channel Driver CNCTR
Channel Driver Parameter CNCTR_PARM
Channel Driver Profile PROF
Channel Driver Profile Parameter PROF_PARM
Response Group 208
Response Profile INGRP_SRC
Inbound Group INGRP
Response Property INGRP_PROP
Email Profile Access Control 210
Agent-Profile AGENT_PROF
Responsibility Profile RESP_PROF
Configuration Base 202
Configuration Parameter CFG_PARAM
Configuration Agent Agent_CFG
Configuration Driver Profile CFG_PROF
Configuration CFG
Command & Event 204
Command Parameter CMD_PARM
Sub-Command CMD_GROUP
Command Data Parameter DATA_PARM
Event Handler Parameter HDLR_PARM
Event Response Parameter EVTRESP_PARM
Response_Log EVTRESP_LOG
Event Log Parameter LOG_PARM
Command CMD
Command Data CMD_DATA
Event Handler EVTHDLR
Event Response EVTRESP
Event Log EVTLOG

FIG. 2

FIG. 2a: CNCTR, Communication Channel Driver Table

Column Name	Type	Length	Comments
CNCTR_ID	Varchar	15	Identifier for channel driver channel driver CNCTR. CNCTR refers to software *connector*.
NAME	Varchar	75	Name of channel driver.
MEDIA_TYPE	Varchar	50	Media type. The value of this column can be expanded by customer.
LIB_NAME	Varchar	250	File name of channel driver DLL
INBOUND_FLG	Char	1	To indicate whether this channel driver supports inbound communications
OUTBOUND_FLG	Char	1	To indicate whether this channel driver supports outbound communications
CNCTR_MEDIA_STR	Varchar	100	The media string defined by the driver vendor, which will be used at run time to invoke the media service for the channel driver.
DESC_TEXT	Varchar	250	Comments
UQ_DRIVER_FLAG	Char	1	To indicate whether this channel driver is Universal Queuing type of channel driver

FIG. 2b: CNCTR_PARM, Channel Driver Parameter Table

Column Name	Type	Length	Comments
CNCTR_PARM_ID	Varchar	15	Identifier for channel driver parameter
NAME	Varchar	75	Name of channel driver parameter
DFLT_VALUE	Varchar	250	Default value of channel driver parameter
CNCTR_ID	Varchar	15	
REQUIRED_FLG	Char	1	To indicate whether this parameter must have a value at runtime

FIG. 2c: PROF, Communication Channel Driver Profile Table

Column Name	Type	Length	Comments
PROF_ID	Varchar	15	Identifier for channel driver profile
NAME	Varchar	75	Name of channel driver profile
CNCTR_ID	Varchar	15	

FIG. 2d: PROF_PARM, Communication Channel Driver Profile Parameter Table

Column Name	Type	Length	Comments
PROF_PARM_ID	Varchar	15	Identifier for channel driver profile parameter
PROF_ID	Varchar	15	Channel Driver Profile ID
CNCTR_PARM_ID	Varchar	15	Parameter name ID
VALUE	Varchar	250	Override value of channel driver profile parameter.

FIG. 2e: AGENT_PREF, Agent Preference Table

Column Name	Type	Length	Comments
AGENT_PREF_ID	Varchar	15	Identifier for agent preference
EMP_ID	Varchar	15	
SETTING_NAME	Varchar	75	Preference name
SETTING_VALUE	Varchar	250	Preference value
SETTING_TYPE	Varchar	50	Preference type, e.g., "CTI" or "Communication"

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FIG. 2f: AGENT_STAT, Agent Status Table.

Column Name	Type	Length	Comments
AGENT_STAT_ID	Varchar	15	Identifier for agent status
EMP_ID	Varchar	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID. Agent has different status for different types of channel driver profiles.
NOT_READY_FLG	Char	1	Is agent not ready?
BUSY_FLG	Char	1	Is agent busy?

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FIG. 2g: MEDIA_STAT, Communication Media Status Table.

Column Name	Type	Length	Comments
MEDIA_STAT_ID	Varchar	15	Identifier for media status
EMP_ID	Varchar	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID of the channel driver profile to which the status corresponds.
MEDIA_OBJECT_STR	Varchar	250	The string to represent the media object (e.g. the agent's extension number, or the sender's address of an email)
WORKING_SINCE_DT	Date Time	7	Work item starting time
WORK_ITEM_STR	Varchar	250	Work item ID

FIG. 2h: TELESET, Teleset Table.

Column Name	Type	Length	Comments
TELESET_ID	Varchar	15	Identifier for teleset
NAME	Varchar	30	Teleset Name
HOSTNAME	Varchar	70	Hostname of the computer connected to the Teleset.
COMMENTS	Varchar	250	

FIG. 2i: EXTENSION, Extension Table.

Column Name	Type	Length	Comments
EXTENSION_ID	Varchar	15	Identifier for extension
TELESET_ID	Varchar	15	Teleset ID
DN_EXT	Varchar	15	Extension Information
EXT_ACD_QUE	Varchar	30	This is the ACD queue to which this extension belongs.
EXT_TYPE	Varchar	30	ACD Extension or standard extension
AUTO_LOGIN_FLAG	Char	1	Indicate if we need to login to ACD for this extension at startup.

FIG. 2j: AGENT, Communication Agent Table.

Column Name	Type	Length	Comments
AGENT_ID	Varchar	15	Identifier for agent
PR_CFG_ID	Varchar	15	The primary configuration the agent uses.
EMP_ID	Varchar	15	Employee ID
ACTIVE_CFG_ID	Varchar	15	The currently active configuration.
ACTIVE_TELESET_ID	Varchar	15	The Teleset that the agent is currently using.

FIG. 2k: AGENT_TELSET, Communication Agent-Teleset Table

Column Name	Type	Length	Comments
AGENT_TELSET_ID	Varchar	15	Identifier for agent/teleset relationship
AGENT_ID	Varchar	15	Agent ID
TELESET_ID	Varchar	15	Teleset ID

FIG. 2l: AGENT_QUE, Agent-Queue Table.

Column Name	Type	Length	Comments
AGENT_QUE_ID	Varchar	15	Identifier for agent/queue relationship
AGENT_ID	Varchar	15	Agent ID
ACD_QUEUE_NAME	Varchar	30	ACD Queue
AUTO_LOGIN_FLAG	Char	1	Indicates need to login to ACD for this extension at startup.

FIG. 2m: AGENT_LIM, Communication Agent Limitation Table.

Column Name	Type	Length	Comments
AGENT_LIM_ID	Varchar	15	Identifier for agent limitation
AGENT_ID	Varchar	15	Agent ID
PROF_ID	Varchar	15	Channel Driver Profile ID that agent cannot use.

FIG. 2n: CFG, Communication Configuration Table.

Column Name	Type	Length	Comments
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar	30	Configuration name
INGRP_FLAG	Char	1	To indicate whether this configuration is for inbound response group used in inbound communication receiver.
COMMENTS	Varchar	250	

FIG. 2o: CFG_PROF, Communication Configuration Channel Driver Profile Table

Column Name	Type	Length	Comments
CFG_PROF_ID	Varchar	15	Configuration/channel driver profile relationship
CFG_ID	Varchar	15	Configuration ID
PROF_ID	Varchar	15	Channel Driver Profile ID

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FIG. 2p: AGENT_CFG, Communication Agent - Configuration Table

Column Name	Type	Length	Comments
AGENT_CFG_ID	Varchar	15	Identifier for agent/configuration relationship
AGENT_ID	Varchar	15	Agent ID
CFG_ID	Varchar	15	Configuration ID

FIG. 2q: CFG_PARM, Communication Configuration Parameter Table.

Column Name	Type	Length	Comments
CFG_PARM_ID	Varchar	15	Identifier for configuration parameterand
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	50	Parameter Name
VALUE	Varchar	50	Parameter Value
ACTIVE_FLG	Char	1	Active flag is set if the value is valid

FIG. 2r: CMD, Communication Command Table

Column Name	Type	Length	Comments
CMD_ID	Varchar	15	Identifier for command
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	70	Command name
TYPE	Varchar	50	Command type
PROF_ID	Varchar	15	The channel driver profile ID for the channel driver profile that this command is targeting.

FIG. 2s: CMD_PARM, Communication Command Parameter Table

Column Name	Type	Length	Comments
CMD_PARM_ID	Varchar	15	Identifier for command parameter
CMD_ID	Varchar	15	Command ID
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar	100	Command parameter value

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FIG. 2t: CMD_DATA, Communication Command Data Table

Column Name	Type	Length	Comments
CMD_DATA_ID	Varchar	15	Identifier for command data
CFG_ID	Varchar	15	Command ID
NAME	Varchar	100	Command parameter name
Comment	Varchar	200	Comment (optional)

FIG. 2u: CMD_DATA_PARAM, Communication Command Data Parameter Table

Column Name	Type	Length	Comments
CMD_DATA_PARAM_ID	Varchar	15	Identifier for command data parameter
CMD_DATA_ID	Varchar	15	Identifier for command data
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar	200	

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FIG. 2v: CMD_GROUP, Communication Command Group Table

Column Name	Type	Length	Comments
CMD_GROUP_ID	Varchar	15	Identifier for group of commands
SUB_CMD_ID	Varchar	15	Foreign key to command table
ORDER	Number	10	Default "0"

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FIG. 2w: EVTHDLR, Communication Event Handler Table

Column Name	Type	Length	Comments
EVTHDLR_ID	Varchar	15	Identifier for event handler
PROF_ID	Varchar	15	The channel driver profile ID for the channel driver profile from which this event originated.
NAME	Varchar	100	Event name
MEDIA_EVENT	Varchar	100	Identifier for event
ORDER	Number	10	Default "0"
EVT_RESP_ID	Varchar	15	Foreign key to event response table
Comment	Varchar	200	Comment (optional)

FIG. 2x: HDLR_PARM, Communication Event Handler Parameter Table

Column Name	Type	Length	Comments
HDLR_PARM_ID	Varchar	15	Identifier for event handler response
EVT_HDLR_ID	Varchar	15	Identifier for event handler
PARAM_NAME	Varchar	100	Event parameter name
PARAM_VALUE	Varchar	200	Event parameter value

FIG. 2y: EVTRESP, Communication Event Response Table

Column Name	Type	Length	Comments
EVTRESP_ID	Varchar	15	Identifier for event response
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar	100	Event parameter name
COMMENT	Varchar	200	Comment (optional)

FIG. 2z: EVTRESP_PARM, Communication Event Response Parameter Table

Column Name	Type	Length	Comments
RESP_PARM_ID	Varchar	15	Identifier for event response parameter
EVTRESP_ID	Varchar	15	Identifier for event response
PARAM_NAME	Varchar	100	Event response parameter name
PARAM_VALUE	Varchar	200	Event response parameter value

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First Inventor: Anil K. Annadata
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FIG. 2aa: EVTLOG, Communication Event Log Table

Column Name	Type	Length	Comments
EVTLOG_ID	Varchar	15	Identifier for event log
CFG_ID	Varchar	15	Foreign key for configuration table
NAME	Varchar	100	Event parameter name
COMMENT	Varchar	200	Comment (optional)

FIG. 2bb: LOG_PARM, Communication Event Log Parameter Table

Column Name	Type	Length	Comments
LOG_PARM_ID	Varchar	15	Identifier for event log parameter
EVTLOG_ID	Varchar	15	Identifier for event log
PARAM_NAME	Varchar	100	Event log parameter name
PARAM_VALUE	Varchar	200	Event log parameter value

FIG. 2cc: EVTRESP_LOG Event Response – Event Log Table

Column Name	Type	Length	Comments
RESP_LOG_ID	Varchar	15	Identifier for response log
EVTRESP_ID	Varchar	15	Identifier for event response
EVTLOG_ID	Varchar	15	Identifier for event log
LOG_TYPE	Varchar	100	Type of EventLog declaration specified in EventResponse definition.

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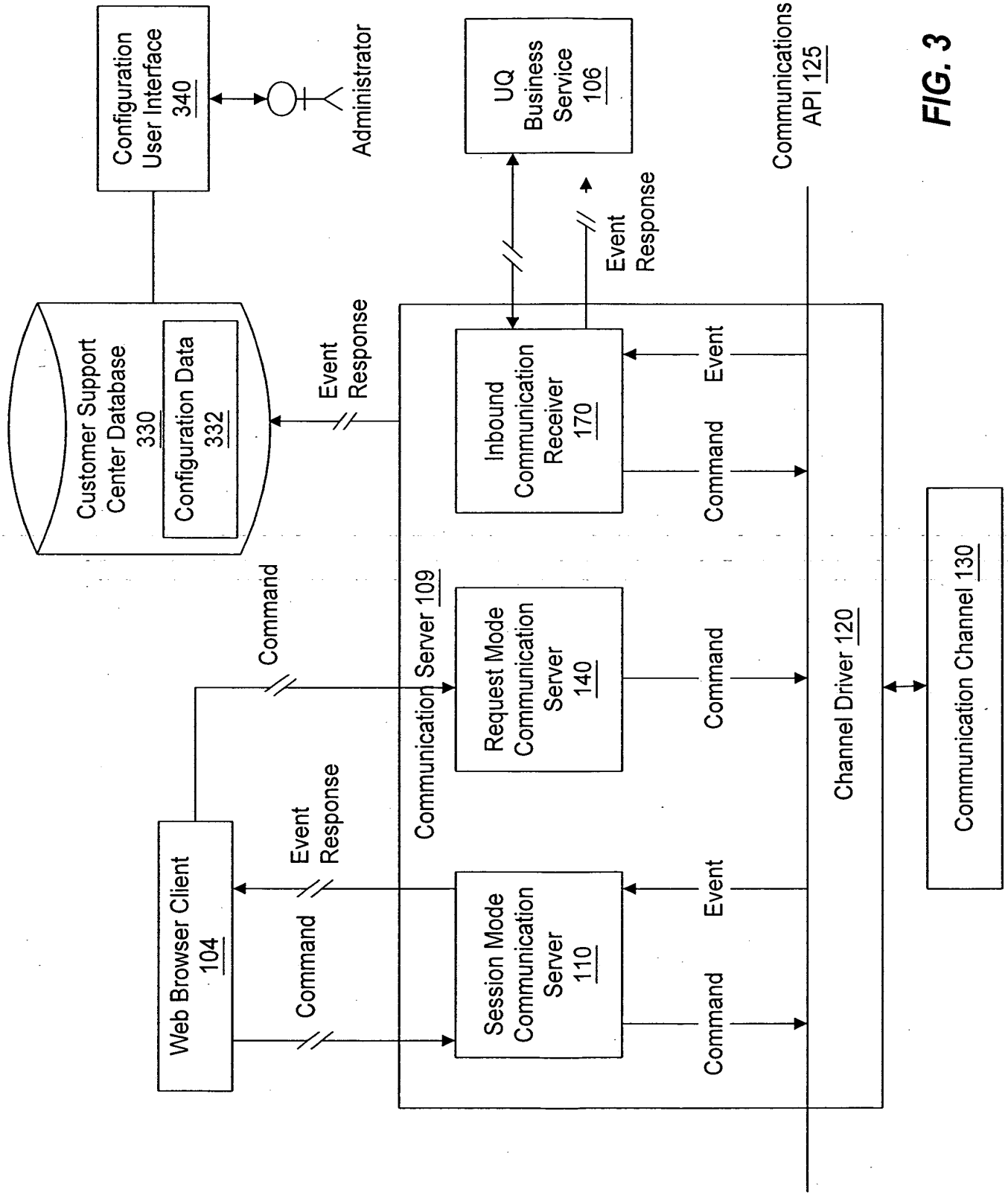
Configuration User Interface 340
Administrator
UQ Business Service 106
Communications API 125
Customer Support Center Database 330
Configuration Data 332
Event Response
Inbound Communication Receiver 170
Event
Command
Command
Communication Server 109
Request Mode Communication Server 140
Command
Channel Driver 120
Communication Channel 130
Web Browser Client 104
Event Response
Command
Session Mode Communication Server 110
Event
Command

FIG. 3

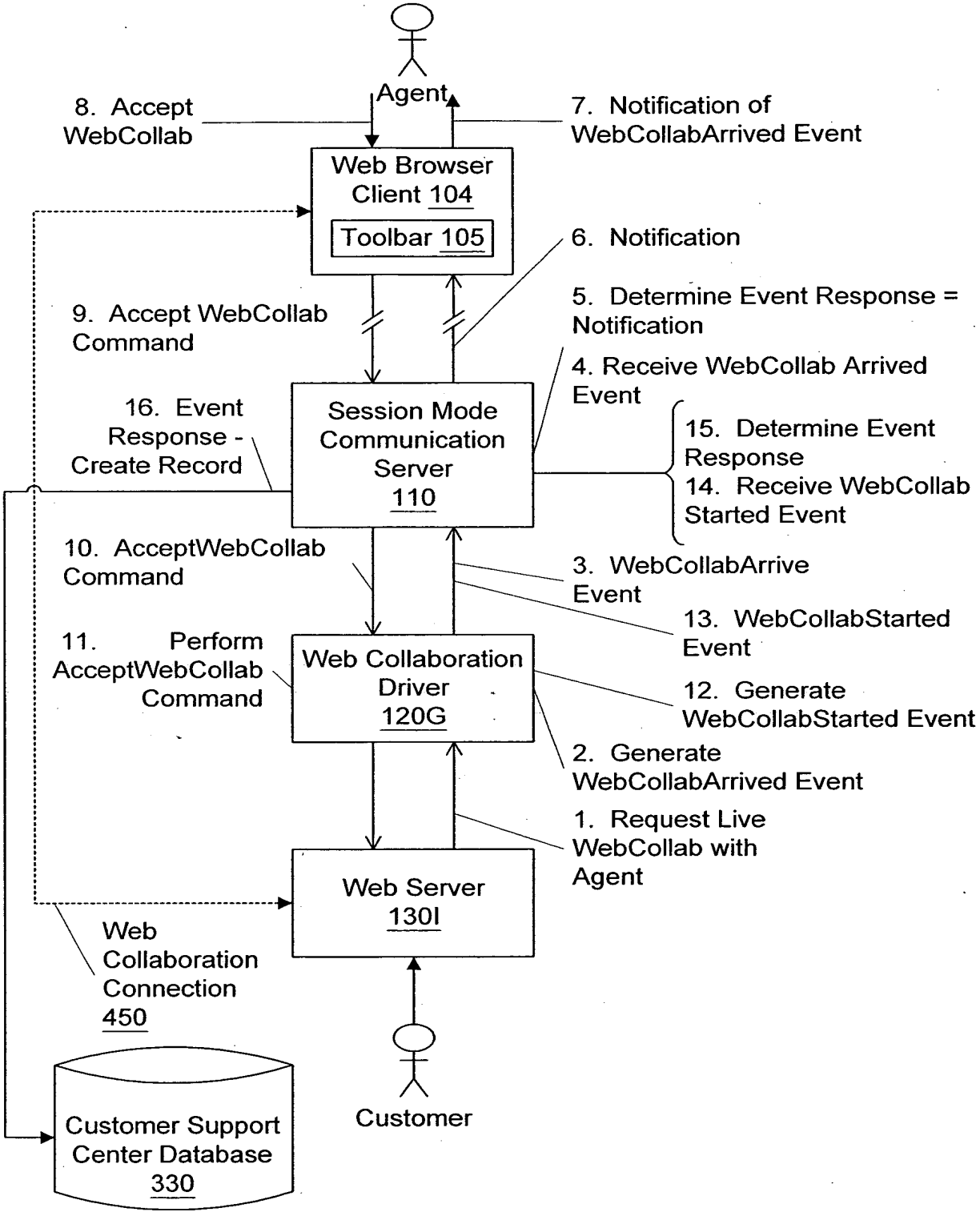
Agent
8. Accept WebCollab
7. Notification of WebCollabArrived Event
Web Browser Client 104
Toolbar 105
6. Notification
5. Determine Event Response = Notification
9. Accept WebCollab Command
4. Receive WebCollab Arrived Event
16. Event Response - Create Record
Session Mode Communication Server 110
15. Determine Event Response
14. Receive WebCollab Started Event
10. AcceptWebCollab Command
3. WebCollabArrive Event
13. WebCollabStarted Event
11. Perform AcceptWebCollab Command
Web Collaboration Driver 120G
12. Generate WebCollabStarted Event
2. Generate WebCollabArrived Event
1. Request Live WebCollab with Agent
Web Server 130I
Web Collaboration Connection 450
Customer
Customer Support Center Database 330

FIG. 4

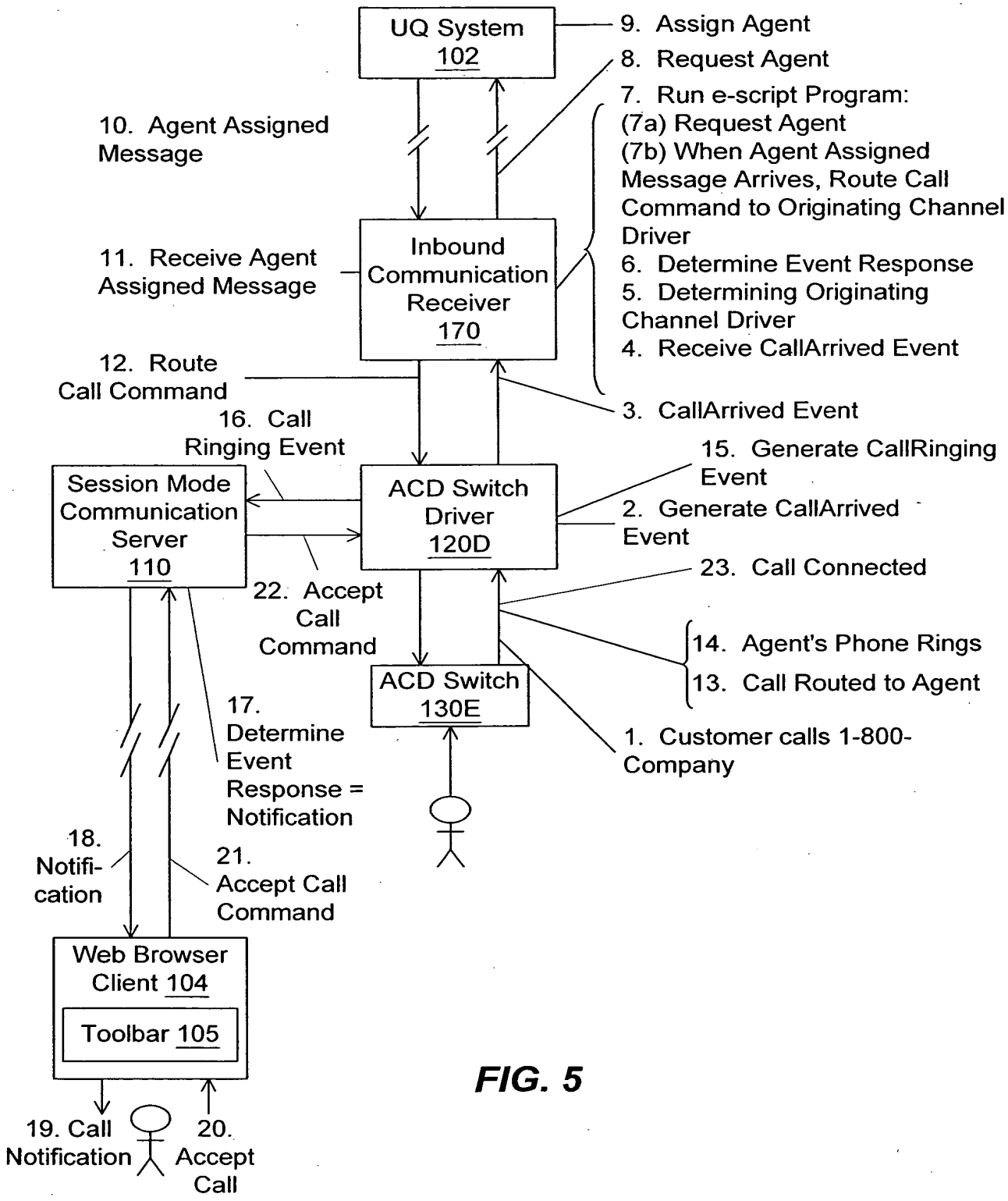
UQ System 102
9. Assign Agent
8. Request Agent
7. Run e-script Program:
(7a) Request Agent
(7b) When Agent Assigned Message Arrives, Route Call Command to Originating Channel Driver
10. Agent Assigned Message
Inbound Communication Receiver 170
11. Receive Agent Assigned Message
6. Determine Event Response
5. Determining Originating Channel Driver
4. Receive CallArrived Event
12. Route Call Command
3. CallArrived Event
16. Call Ringing Event
15. Generate CallRinging Event
Session Mode Communication Server 110
ACD Switch Driver 120D
2. Generate CallArrived Event
23. Call Connected
22. Accept Call Command
14. Agent's Phone Rings
13. Call Routed to Agent
ACD Switch 130E
17. Determine Event Response = Notification
1. Customer calls 1-800-Company
18. Notifi-cation
21. Accept Call Command
Web Browser Client 104
Toolbar 105
19. Call Notification
20. Accept Call

FIG. 5

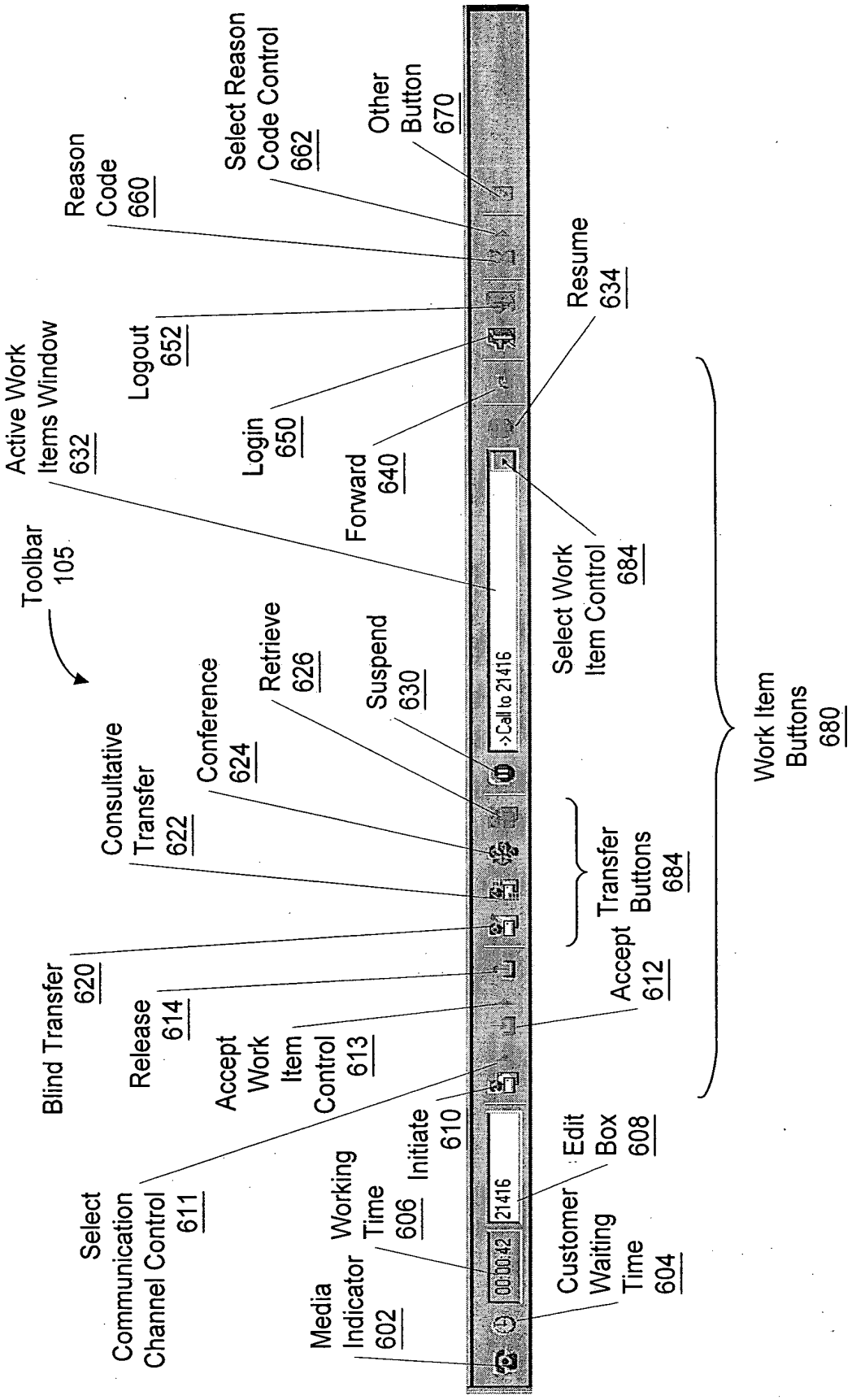
Toolbar 105
Active Work Items Window 632
Logout 652
Login 650
Forward 640
Resume 634
Reason Code 660
Select Reason Code Control 662
Other Button 670
Select Work Item Control 684
Work Item Buttons 680
Transfer Buttons 684
Consultative Transfer 622
Conference 624
Retrieve 626
Suspend 630
Blind Transfer 620
Release 614
Accept Work Item Control 613
Accept 612
Select Communication Channel Control 611
Initiate 610
Edit Box 608
Working Time 606
Customer Waiting Time 604
Media Indicator 602
00:00:42
21416
->Call to 21416

FIG. 6